

# FAQ

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## The First Visit

Everyone has something that is of particular importance to them. After our first clean, please let us know any areas that you would like us to spend a little extra time. We are happy to customize our clean to your preferences.

With that in mind, it may take several visits to get your home looking how you want it to look and feel. It is very difficult to get every nook & cranny in one visit. Please give us a few visits before judging.

That is why we encourage new clients to schedule a double clean for their first visit. The double clean helps us get your home feeling fresh and luxurious quicker.

## Scheduling

### Do I have to sign a contract?

Nope. We don't use contracts and take your word on your intended frequency. You can change your frequency or cancel your subscription at anytime.

### When is the latest I can reschedule an individual cleaning?

If you need to reschedule, we ask that you do so by 3pm the day prior to your cleaning. Should you reschedule after 3pm, or if we are unable to access your home, you will be charged \$35. This policy is in place to compensate our cleaners who rely on the income.

### Can I skip a cleaning?

Absolutely! You can skip any individual cleans without penalty. With that stated, the rate (price) of your next clean is based on the time between cleans and will adjust.

## Cleaning

### Do I get the same team?

Yes. We keep the same team in the building as much as possible, but we also have backup teams when needed. We manage it so you don't have to.

### What time will you arrive?

We will arrive between 9am and finish by 5pm. You are welcome to request morning or afternoon arrival if you would like a smaller time window.

### How long will my cleaning take?

Our team will clean a one bedroom apartment in approximately ~one hour. Each additional bedroom and/or bathroom adds approximately ~20 minutes. These times are estimates and will vary based on the condition of your apartment when we arrive for cleaning. To ensure the most efficient and best cleaning, we ask that you "tidy up" prior to our arrival.

### What can I expect from the dusting included in the standard service?

The dusting in our standard service includes dusting of the major exposed areas. For example, if you leave a few items on a coffee table, we will pick everything up and wipe it down. On the other hand, if we find a desk with important papers piled high, we will leave it be.

## Payments

### How do I pay for my service?

Amenity accepts all major credit cards for payments. We do not accept checks or cash.

### When will you charge my credit card?

We don't charge anything until after we clean and then within 48 hours.

### Is gratuity included?

Yes! Gratuity is included. Additional gratuity and is not expected, but it is not prohibited.

## Other Details

### Do you do dishes?

We will rinse dishes in the sink, place them in the dishwasher and run it. In apartments without dishwashers, Amenity will hand-clean a "handful" of items in order to clean the sink. For full sink, or more, Amenity may add an \$8 service fee.

### What happens if an apartment is especially messy?

When we have to spend extra time based on the condition of your apartment, we may be unable to complete our standard clean. In this case we will prioritize first the bathrooms, the kitchen, the common living areas and, lastly, the bedrooms. This is why we highly encourage our customers to tidy up so we can give you our best clean.

### Do you have a policy for handling body fluids?

Yes. Handling animal or human body fluids, such as urine, feces or blood, takes extra care. We charge \$20 when it is necessary to do so.

### Will you ever take photos in my apartment?

We will occasionally take photographs for real-time coaching and/or to make sure that items moved in the process of cleaning, are placed correctly.

## Contact Us

Call (888) 702-4737

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